



Individual Complaint Form

Date*: 01/28/2022

Complainant or Legal Representative Information:

* Required Fields

Name * Kenneth R. Wilson

Firm (if applicable)

Mailing Address * 310 Woodlawn St.

City, State Zip * Walterboro SC 29488

Phone *

E-mail randytoshiko@gmail.com

Name of Utility Involved in Complaint: * Dominion Energy

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) Marked gas line without notifying the resident as to the reason for marking. | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ No

Name of
ORS Contact:

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Noticed that natural gas line had been marked with yellow paint from the gas meter in the rear of my residence at 310 Woodlawn St. Walterboro, SC 29488 and a small yellow flag had been placed beside the gas meter when my wife and I returned home on Friday 1/28/2022. I called and spoke with a representative of Dominion Energy and also spoke with a supervisor at Dominion, neither of whom could offer any explanation as to why the line was marked. I was told that UtiliQuest were contracted to mark gas lines for Dominion. I was told that someone from UtiliQuest would be in touch with me. Right!

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Having worked for a public service company; it was normal procedure to advise the resident either by phone or flyer or mail if someone from the utility company or a contractor had need to come onto the residents property. I suppose that is "old school" thinking! Requested relief: NOTIFY THE RESIDENT BEFORE COMING ONTO THE PROPERTY AND STATE THE REASON WHY THE ACCESS IS NEEDED!

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Colleton)

VERIFICATION

I, Kenneth R. Wilson

Complainant's Name *

verify that I have read my complaint filed on 1/31/20

Date *

and know the contents thereof, and that said contents are true.

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By

Date

H.E.